

TANGIBLE RESULT #3

Provide a Safe and Secure Transportation Infrastructure



MDOT will not compromise on our commitment to continually improve the safety and security of our customers and partners in everything we do.

RESULT DRIVER:

Sarah Clifford

Maryland Transportation Authority (MDTA)

Provide a Safe and Secure Transportation Infrastructure

TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Bud Frank
The Secretary's Office (TSO)

PURPOSE OF MEASURE:

To track crime trends and adjust strategies/staffing/ response to protect customers, employees, and State property.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

MTA Police and MDTA Police will report directly to Measure Driver. SHA and MVA will compile information and also report directly to Measure Driver. Measure Driver will report to Project Management Team.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.1

Number of Crimes Against Persons and Property Committed at MDOT Facilities

This measure includes all Part I offenses and select Part II offenses as defined in the FBI Uniform Crime Report (UCR). The UCR is a national standard used by law enforcement for the collection and comparison of crime data nationwide. Part I offenses include homicide, forcible rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft and arson. Part II offenses are less serious offenses including other assaults, vandalism, disorderly conduct, and other sex offenses.

The following charts show a comparison Q1-Q3 CY2016 to Q1-Q3 CY2017, for Part I and Part II crimes. The charts are listed in three categories; MD Transit Administration, MD Aviation Administration, and the remaining TBUs combined.

Law enforcement reviews this data on a weekly and bi-weekly basis for resource allocation and targeted enforcement activities. The data is also used to determine areas of security concern.

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PERFORMANCE MEASURE 3.1

Number of Crimes Against Persons and Property Committed at MDOT Facilities

Chart 3.1.1: Part I Crimes CY2017

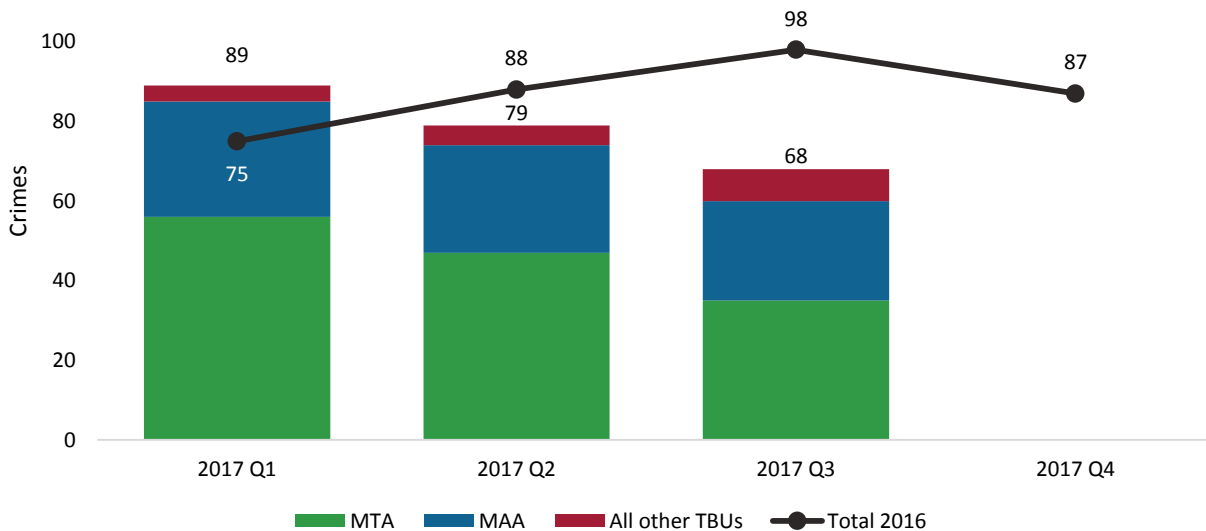
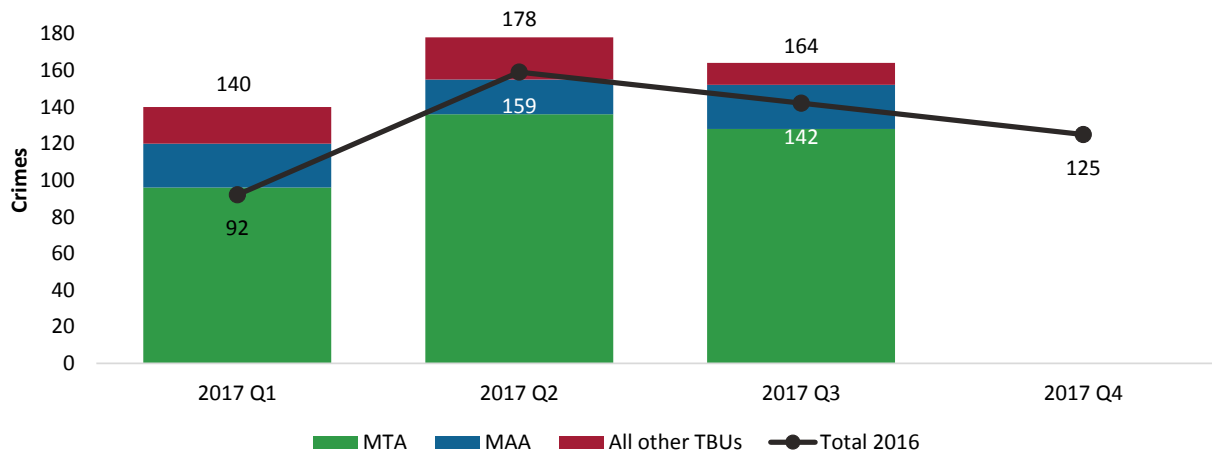


Chart 3.1.2: Part II Crimes CY2017



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TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Thomas Gianni
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:

To track quarterly and annual trends in the number of persons killed in motor vehicle crashes.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Based on Collected Police Data submitted to Maryland State Police (MSP) through ACRS.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.2

Number of Traffic-Related Fatalities on All Roads

MDOT strives to implement programs that will increase motorist safety by reducing traffic-related crashes that result in serious injuries and deaths. One key measure is tracking the number of fatalities on all roads and analyzing specific causes and related trends. Maryland's Strategic Highway Safety Plan (SHSP) is a comprehensive set of emphasis areas and strategies designed to reduce highway fatalities and serious injuries by implementing behavioral and engineering safety countermeasures. It is based on the Toward Zero Deaths approach to reduce the number of traffic fatalities 50 percent by 2030 from the 2008 baseline of 592 fatalities. The 2020 fatality reduction target is 394.

In 2014, the number of fatalities (443) was the lowest since 1948; but in 2015, the State experienced a 17.6 percent increase in highway fatalities (521), the largest single-year increase in 30 years. Although the number of highway deaths remained steady in 2016 (522), these numbers still are far greater than those in previous years, as well as greater than established reduction targets.

The total number of deaths on our nation's highways also is increasing – by 5.6 percent in 2016 to 34,461 fatalities and by 7.2 percent to 35,092 fatalities in 2015. The National Highway Traffic Safety Administration (NHTSA) attributes some of the cause of these fatality increases to relatively inexpensive gasoline, a sharp increase in vehicle miles traveled (VMT) and an improved economy.

Preliminary analysis of 2017 data indicates that traffic fatalities across the State are up slightly from the previous year. Likewise, VMT in Maryland has increased by more than two percent during this same period - an increase of almost one billion miles traveled. This increased exposure, coupled with risky driving behaviors and a failure to use seat belts, is believed to be a significant reason for the increase in highway fatalities in Maryland. **Drivers remain the single most important safety feature inside a vehicle.**

At the current pace, the State likely will experience a similar number of bicycle fatalities in 2017 as in the previous two years. These recent numbers represent a significant increase from what was about one percent of total fatalities only a few years ago.

Pedestrian deaths typically account for approximately 20 percent of all traffic-related fatalities. Pedestrian fatalities consistently measure approximately 100 per year, but are likely to exceed 100 deaths by the end of 2017.

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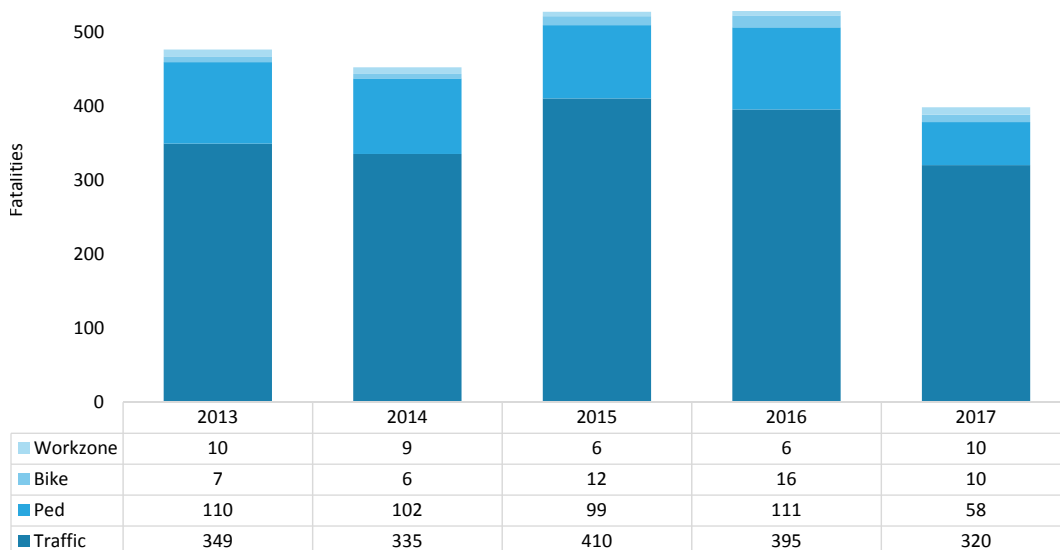
PERFORMANCE MEASURE 3.2

Number of Traffic-Related Fatalities on All Roads

Maryland's SHSP (2016-2020) establishes six specific emphasis areas along with long-term goals and mid-range reduction targets to help save lives on Maryland roads. The five-year plan was developed by a diverse group of partners and stakeholders representing all 4-Es of highway safety (Engineering, Enforcement, Education and Emergency Medical Services). Emphasis Area Teams (Aggressive Driving, Distracted Driving, Impaired Driving, Occupant Protection, Highway Infrastructure Safety, and Pedestrian and Bicycle Safety) are comprised of a broad range of safety officials and stakeholders who design action plans for implementing the SHSP's strategies. These teams meet regularly to gauge progress and determine what changes need to be made to better implement the safety strategies.

The SHSP is managed by an Executive Council of high-ranking officials responsible for public and highway safety. This group meets semi-annually to review overall progress and to discuss possible amendments to the plan as necessitated by changing dynamics. The SHSP is administered by the MDOT MVA's Maryland Highway Safety Office (MHSO).

Chart 3.2.1: Annual Comparison of All Fatalities CY2013-CY2017 (YTD)



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PERFORMANCE MEASURE 3.2

Number of Traffic-Related Fatalities on All Roads

Chart 3.2.2: Comparison of Fatalities Q2 CY2014 - Q2 CY2017 (YTD)

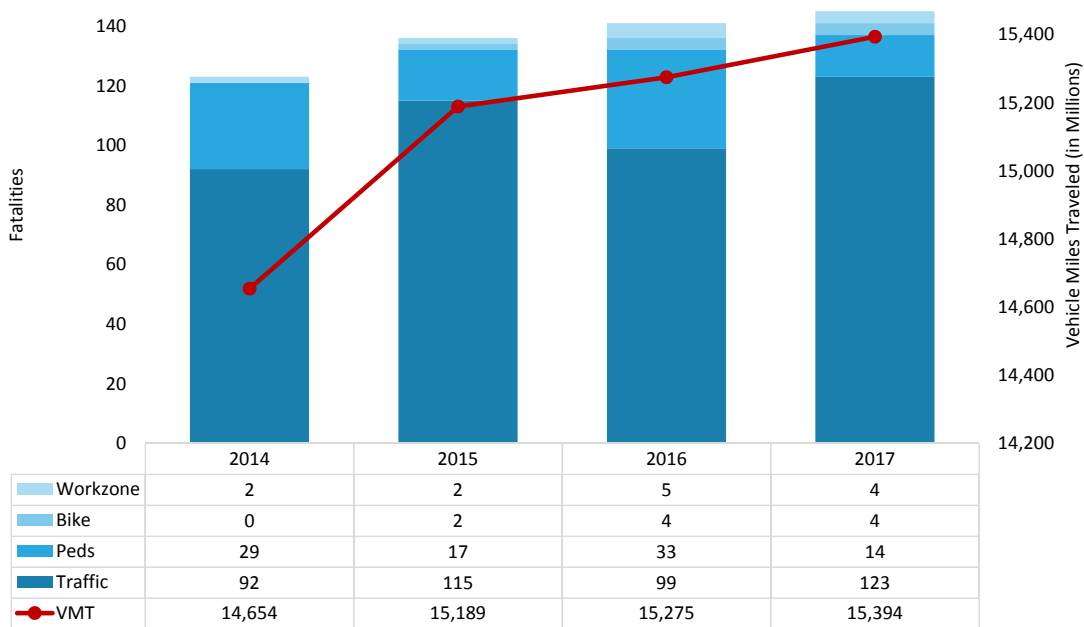
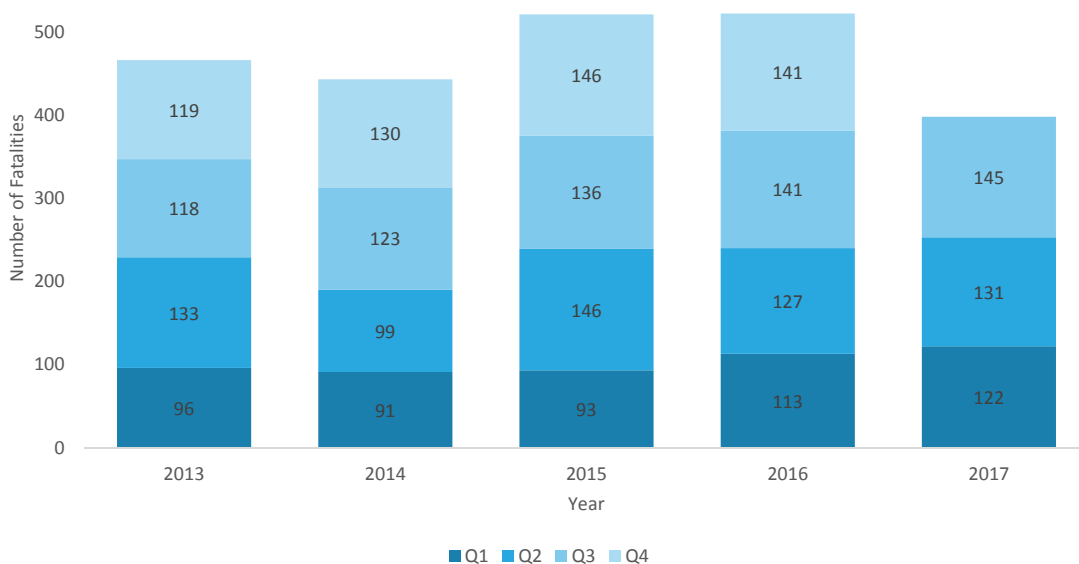


Chart 3.2.3: Annual Comparison of All Fatalities CY2013-CY2017



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TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Thomas Gianni
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:

To track trends in the number of persons killed in motor vehicle crashes per vehicle miles traveled (VMT).

FREQUENCY:

Annually (in January)

DATA COLLECTION METHODOLOGY:

Traveled (VMT) data based on highway counts on roadways across the state. Fatality data is collected by the MSP through its ACRS. The MHSO collects the data from these two agencies.

NATIONAL BENCHMARK:

National Highway Fatality Rate of 1.12 in 2015.

PERFORMANCE MEASURE 3.3

Maryland Traffic-Related Fatality Rate (Highways)

The fatality rate is a measure of the number of persons killed in a traffic-related crash for every 100 million VMT on all roads in the State. Through the use of automated highway counters, the VMT is determined monthly by SHA and is compared annually to the number of traffic-related fatalities to determine the rate.

Maryland's traffic-fatality rate compares favorably to the national fatality rate. While the U.S. fatality rate never has dipped below one death per 100 million VMT, Maryland's rate has remained below one for the past seven years. Although this rate had been trending downward, it increased in 2015 to .91 fatalities per 100 million VMT.

This increase corresponds with the significant increase in traffic-related fatalities in Maryland in 2015. Preliminary analysis of 2016 data in Maryland indicates VMT increased by nearly 2 percent - an increase of more than one billion miles driven. Despite these increases, Maryland's 2015 rate remained below the national rate of 1.12.

Historically, as the nation's and/or state's economy grows, people tend to drive more, increasing both the state's VMT and a person's risk for being in a crash. Opportunities to lower the fatality rate are best achieved by decreasing the number of traffic-related fatalities, as VMT is more difficult to influence.

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PERFORMANCE MEASURE 3.3

Maryland Traffic-Related Fatality Rate (Highways)

Chart 3.3.1: Maryland Traffic-Related Fatality Rate

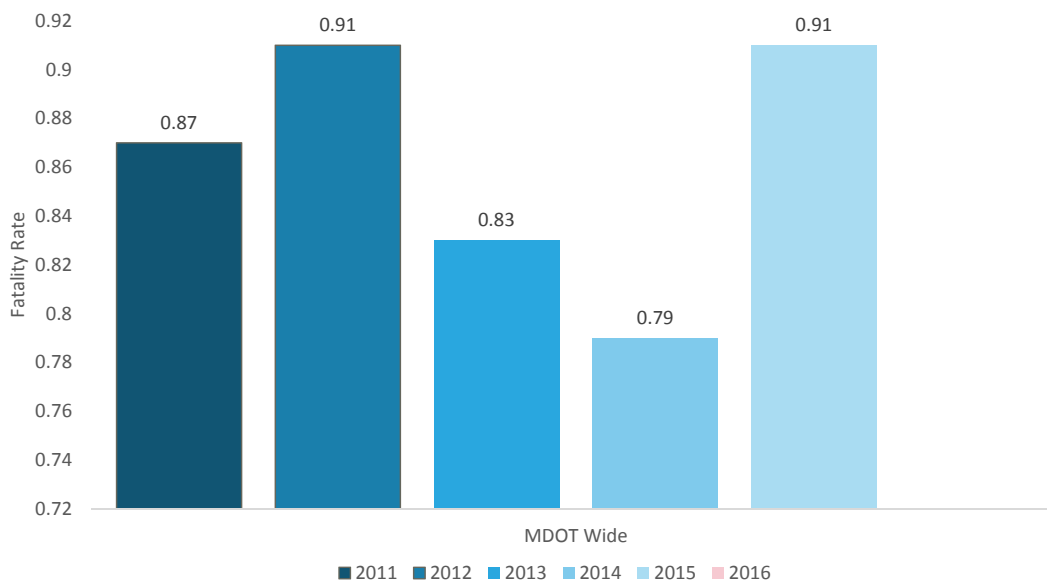
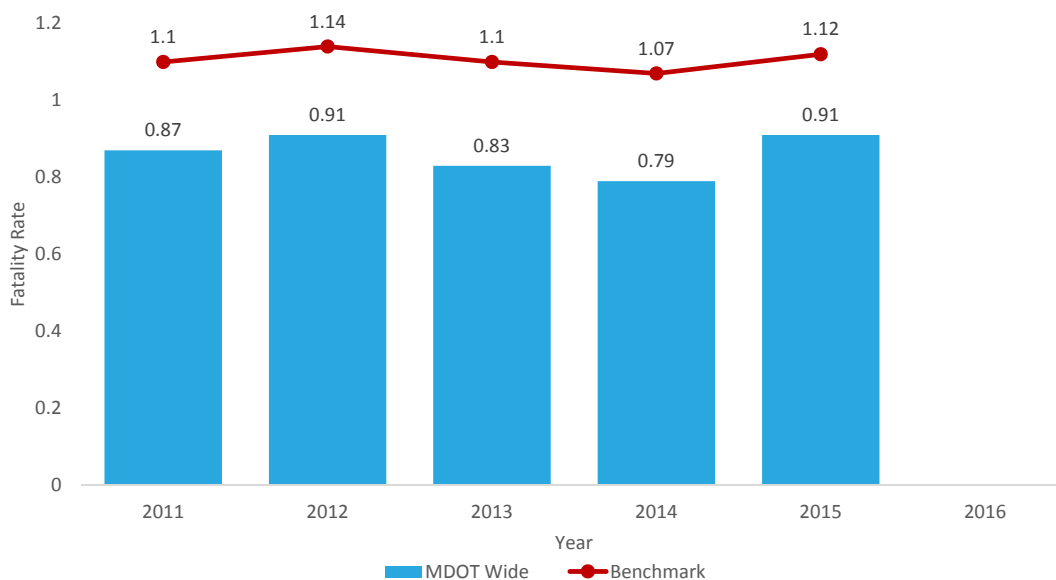


Chart 3.3.2: Traffic-Related Fatality Rate, Maryland vs. National Benchmark



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TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Thomas Gianni
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:

To track quarterly and annual trends in the number of persons seriously injured in motor vehicle crashes.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Based on collected police data submitted to MSP through ACRS.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.4

Number of Traffic-Related Serious Injuries on all Roads

The number of traffic-related serious injuries is a count of persons sustaining an incapacitating injury in a crash. It is determined by a responding police officer investigating the crash and gathered from the injury severity code entered on the crash report. Maryland's SHSP – described in Performance Measure 3.2 – is based on the Toward Zero Deaths approach to reduce the number of fatalities and serious injuries from traffic-related crashes by 50 percent by 2030 from the 2008 baseline. The 2020 serious-injury reduction target is 2,939. Strategies for reducing the crashes that cause both fatal and serious injuries are contained within the six emphasis areas of the SHSP.

Following a significant 10-year decline, the number of serious injuries on Maryland roadways in 2016 increased by 16 percent. This upward trend has continued into 2017 as traffic-related serious injuries during the first three quarters of the year increased by 12 percent – or 283 more persons seriously injured in crashes – compared to the same period last year. While this increase aligns with increases in highway fatalities and in VMT across the State, the upward trend in serious injuries is significantly greater.

Since fatality data is only a small portion of the entire crash picture in Maryland, serious injuries, and their frequency, help to provide more robust data in determining crash trends across the State. Additionally, striving to minimize crashes that result in serious injuries serves to reduce a motorist's risk for suffering such life-altering consequences.

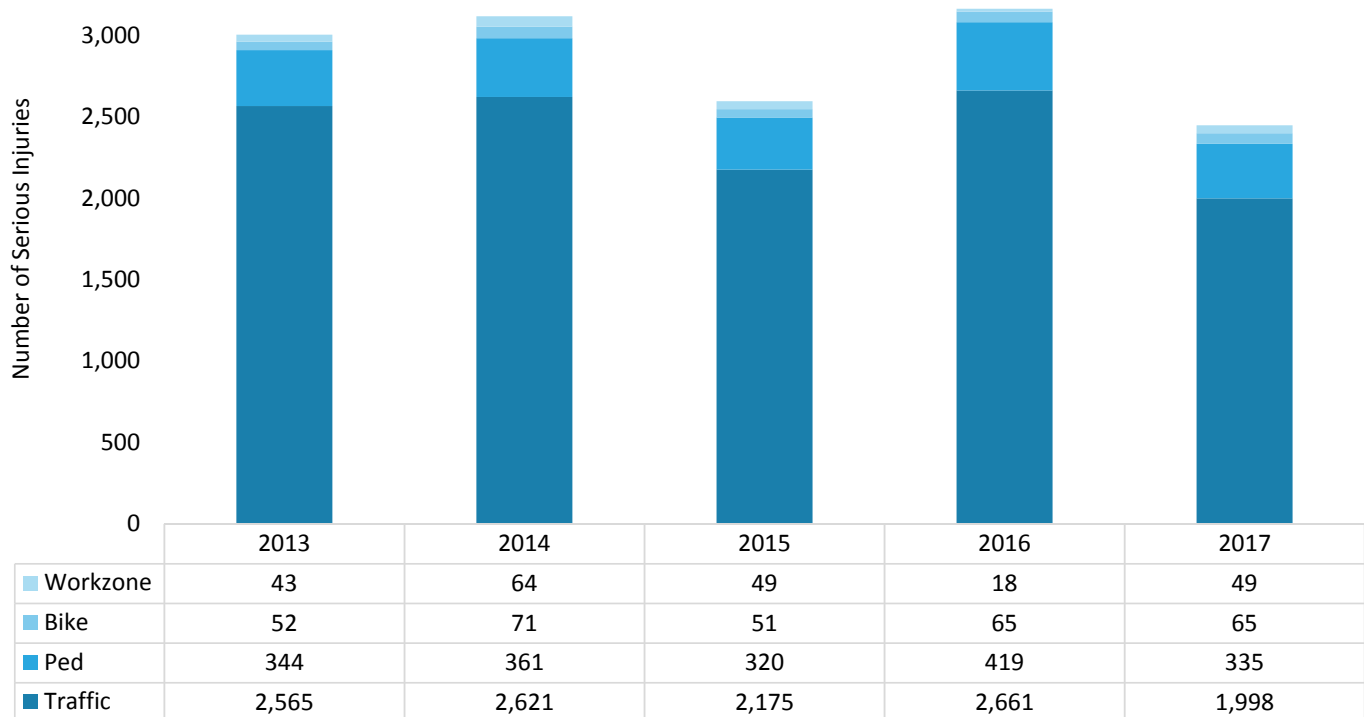
Since serious injuries are defined differently from state to state, there is no national or common benchmark.

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PERFORMANCE MEASURE 3.4

Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.1: Annual Comparison of All Serious Injuries CY2013-CY2017

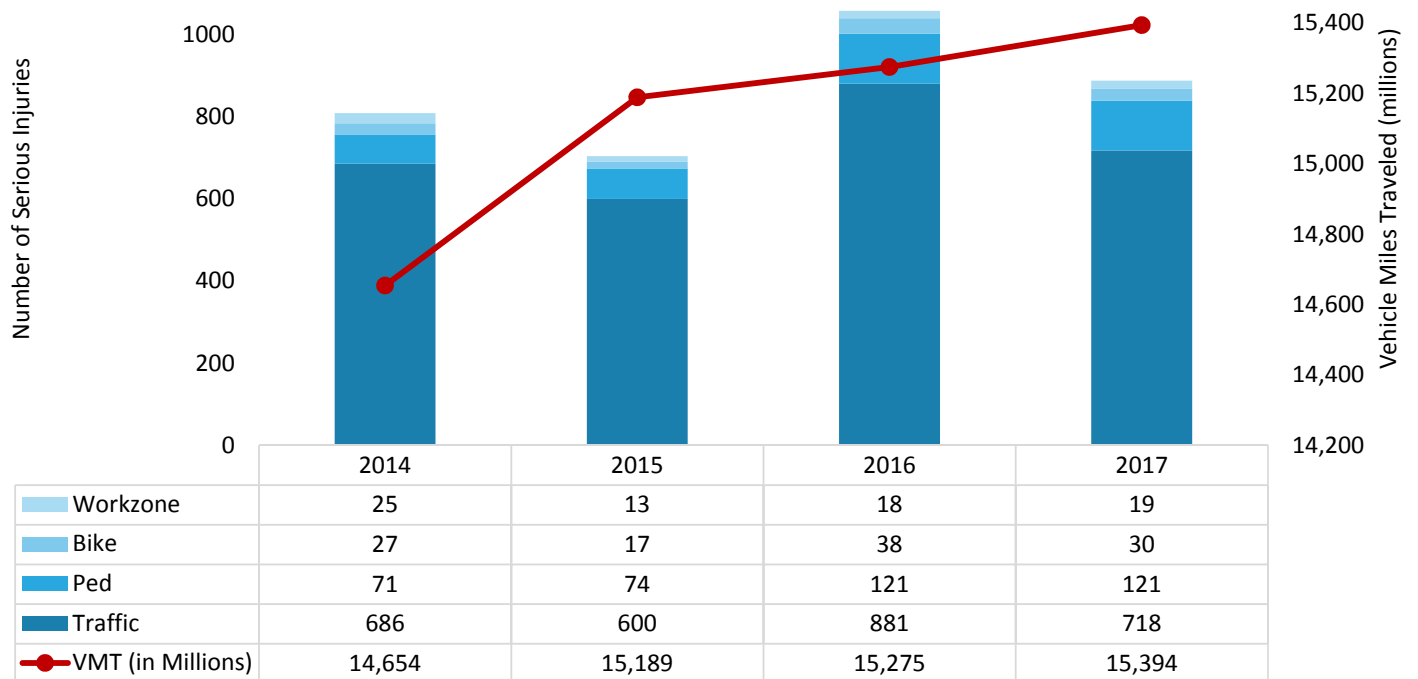


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PERFORMANCE MEASURE 3.4

Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.2: Comparison of Serious Injuries Q3 CY2013 - Q3 CY2017

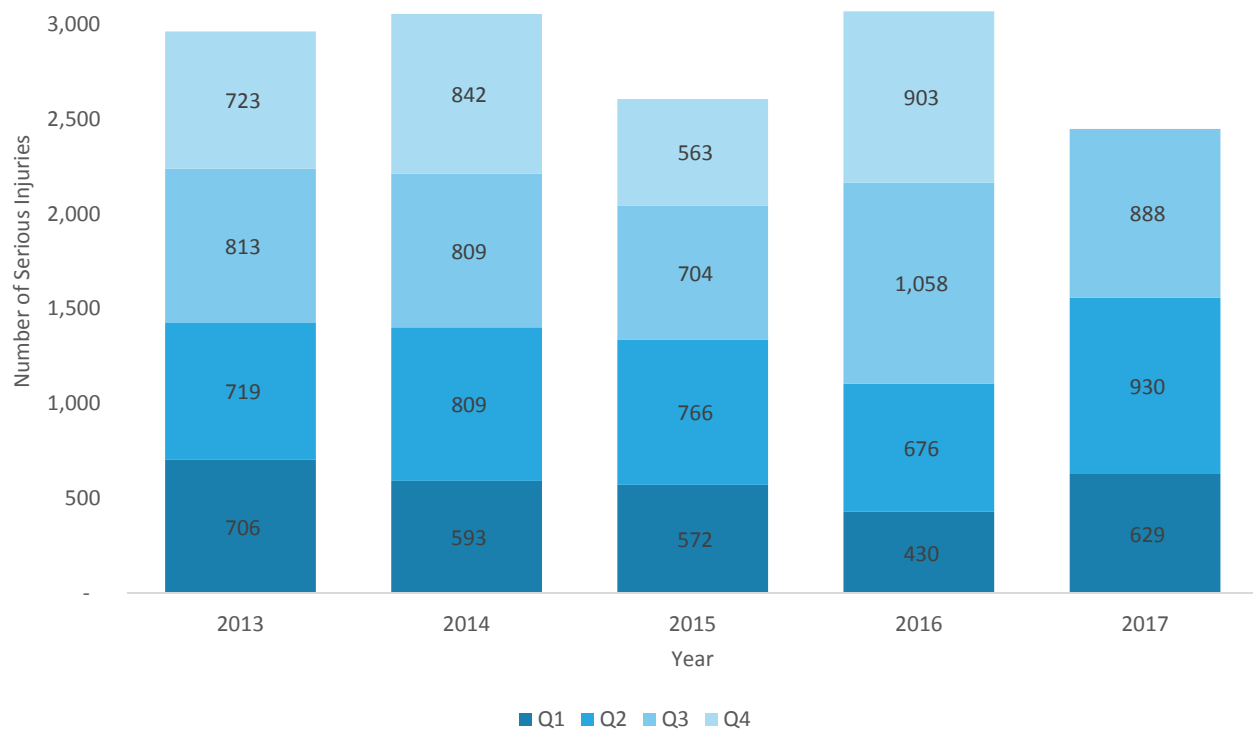


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PERFORMANCE MEASURE 3.4

Number of Traffic-Related Serious Injuries on all Roads

Chart 3.4.3: Annual Comparison of All Serious Injuries CY2013-CY2017



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TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Thomas Gianni
Motor Vehicle Administration (MVA)

PURPOSE OF MEASURE:

To track trends in the number of persons seriously injured in motor vehicle crashes per VMT.

FREQUENCY:

Annually (in January)

DATA COLLECTION METHODOLOGY:

SHA collects VMT data based on highway counts on roadways across the State. The serious injury data is collected by the MSP through its ACRS. The MHSO collects the data from these two agencies. The rate is based on persons seriously injured in crashes per 100 million VMT.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.5

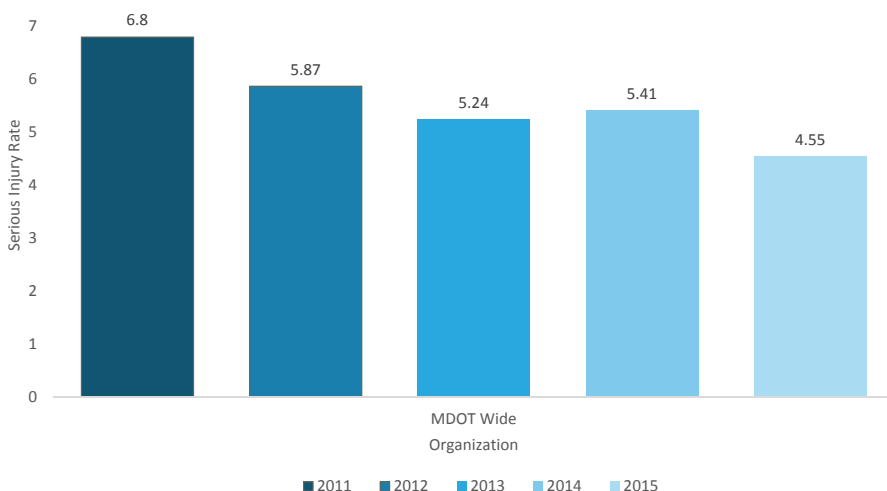
Maryland Traffic-Related Serious Injury Rate (Highways)

Maryland's serious injury rate is based on a measure similar to the fatality rate (number of persons seriously injured in a traffic-related crash per 100 million VMT). Over the past eight years, both the number of serious injuries and the corresponding rate have dropped dramatically by more than 33 percent. The SHSP is based on the Toward Zero Deaths approach, and serious injury rate targets have been set using a similar methodology.

The SHSP contains strategies intended to reduce risky driving behaviors that result in the types of crashes leading to death or serious injury. By addressing and ultimately eliminating these severe crashes, all motorists can enjoy traveling Maryland's roadways without the fear of being killed or seriously injured. Death or serious injury is not an acceptable consequence of driving.

As engineering advances have resulted in safer vehicles and highways, and as emergency medical services continue to provide immediate critical care, the numbers of traffic-related serious injuries (and their corresponding rates) have declined significantly in the last several years. Even in 2015, when traffic-related fatalities increased significantly, the number of traffic-related serious injuries and its corresponding rate continued to decline.

Chart 3.5.1: Maryland Traffic-Related Serious Injury Rate CY2011-CY2016



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TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Gina Watson
Maryland Port Administration (MPA)

PURPOSE OF MEASURE:

To track trends in seat belt use in Maryland and assess how Maryland ranks against the national rate as an indicator of how well seatbelt use is encouraged.

FREQUENCY:

Annually (in January)

DATA COLLECTION METHODOLOGY:

Observational Survey conducted by MHSO.

NATIONAL BENCHMARK:

Nationwide usage rate provided by NHTSA reached 90.1 percent in 2016.

PERFORMANCE MEASURE 3.6

Maryland Seat Belt Usage Rate

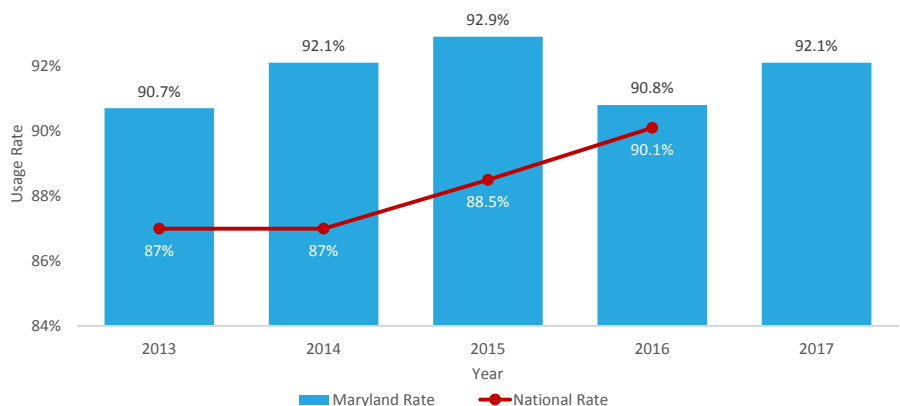
The use of seat belts by Maryland drivers greatly reduces the severity of personal injury and occupant fatalities in crashes. States such as Maryland with primary and secondary seat belt enforcement laws exhibit higher seat belt usage rates.

Maryland's seat belt usage rate is collected by an observational survey methodology approved by the NHTSA. The overall seat belt usage rate in Maryland was 92.1% for 2017 representing a 1.3% increase over the previous year. The MHSO goal for seat belt usage for 2017 was 94.1%. The nationwide seat belt usage rate was not available at the time of this analysis.



Maryland will remain a strong supporter of the Click-It or Ticket campaign with incorporation of dynamic public awareness programs. In addition, law enforcement agencies will continue to be educated on the importance of seat belt enforcement.

**Chart 3.6.1: Maryland Seatbelt Usage Rate vs. National Benchmark Rate
CY2013-CY2017**



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TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Cedric Ward
State Highway Administration (SHA)

PURPOSE OF MEASURE:

To track and assess the performance of MDOT's incident management programs to respond to customer needs while traveling.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Data is collected from centralized reporting to CHART for roadway data. MPA and MAA data are collected individually.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.7

Disabled Motorists Assisted by MDOT

The Coordinated Highways Action Response Team (CHART) is a joint effort of MDOT, MSP, and numerous other federal, State and local agencies. CHART provides assistance to disabled motorists and responds to traffic incidents throughout Maryland. In the Baltimore and Washington metropolitan areas, patrols are operated 24 hours per day, seven days per week. In addition to services on highways, the MPA and MAA provide assistance to their customers who experience vehicle issues.

These services provide an added value to MDOT customers who might otherwise need to rely on paid service providers. Customers can access this service by dialing #77 or through the normal 911 emergency dispatch.

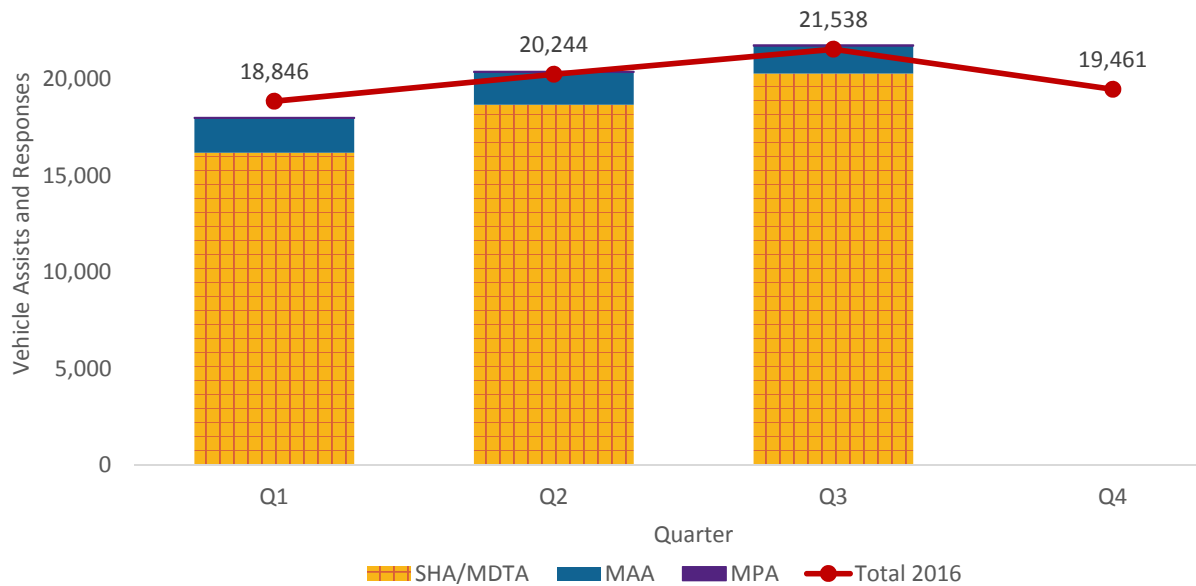
For the 2017 calendar year, MDOT has helped 60,125 disabled motorists. Additionally, CHART provides real-time traffic conditions through its website: <http://www.chart.state.md.us/>.

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PERFORMANCE MEASURE 3.7

Disabled Motorists Assisted by MDOT

Chart 3.7.1: Number of Assists and Responses CY2016-CY2017



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TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Bernadette Bridges
Maryland Aviation Administration
(MAA)

PURPOSE OF MEASURE:

To track injury reporting trends at MDOT TBUs.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Collected by Injured Workers Insurance Fund (Chesapeake Employers' Insurance is for private companies) and sent to agencies as a report.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.8

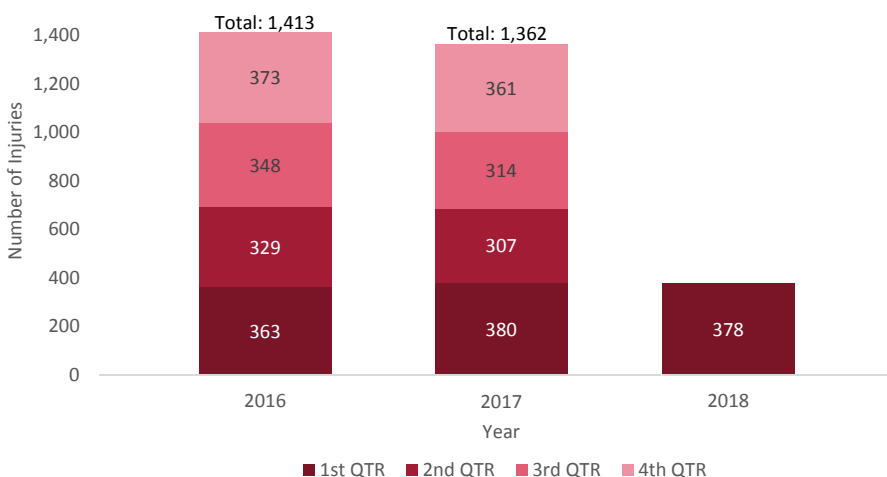
Number of Employee Injuries Reported (First Report of Injury)

This measure is used for analysis and the development and implementation of risk mitigation strategies. This is the starting point data source for maintaining a safe work environment.

This measure includes all First Reports of Injury (FROI) to the Injured Workers Insurance Fund (Chesapeake Employers' Insurance is for private companies). This is an annual comparison of FY2016 versus FY2017. Data indicates a decrease during FY2017 in the number of employee injuries reported.

Strategies for reducing employee injuries include the creation of a MDOT TBU Process Improvement Team, the formulation of MDOT-wide recommendations on processes/ practices to improve documenting and coding work injury leave; creation of a list of risk mitigation strategies based on types of injuries; identification of strategies for mitigating potential work injury leave abuse and creation of a strategy to capture value of lost work days. TBU Risk Managers meet quarterly to review data, evaluate progress, and develop strategies for emerging risks.

Chart 3.8.1: Number of Injuries (FROI) Reported MDOT-Wide FY2016 - FY2018



Provide a Safe and Secure Transportation Infrastructure

TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Bernadette Bridges
Maryland Aviation Administration
(MAA)

PURPOSE OF MEASURE:

To track, trend, and mitigate lost work days.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Data is collected through multiple MDOT time keeping systems.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.9

Number of Employee Lost Work Days Due to Injuries

Employee safety is a top priority to MDOT. Injuries do occur on the job and work days are sometimes lost as a result. Lost work days reduce the effectiveness of TBUs and are an indirect measure of employee health and welfare.

This measure only includes lost work days due to on the job, work-related injuries. Note that lost work days are not associated with the number of injuries reported in Performance Measure 3.8. Factors affecting this measure include varying work conditions and environments, and differing risk profiles among employees across TBUs, as well as inconsistent leave coding policies and practices across MDOT's payroll systems.

This is an annual comparison of FY2016 versus FY2017. Data indicates a FY2017 decrease in the number of lost work days due to injuries.

Strategies for reducing employee injuries are the same as PM 3.8 and include creation of MDOT TBU Process Improvement Team, formulation of MDOT-wide recommendations on processes/practices to improve documenting and coding work injury leave; creation of a list of risk mitigation strategies based on types of injuries; identification of strategies for mitigating potential work injury leave abuse and creation of strategy to capture value of lost work days. TBU Risk Managers meet quarterly to review data, evaluate progress, and develop strategies for emerging risks.

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PERFORMANCE MEASURE 3.9

Number of Employee Lost Work Days Due to Injuries

Chart 3.9.1: Number of Employees Coding LY (Work Injury Leave) Q1 FY2018

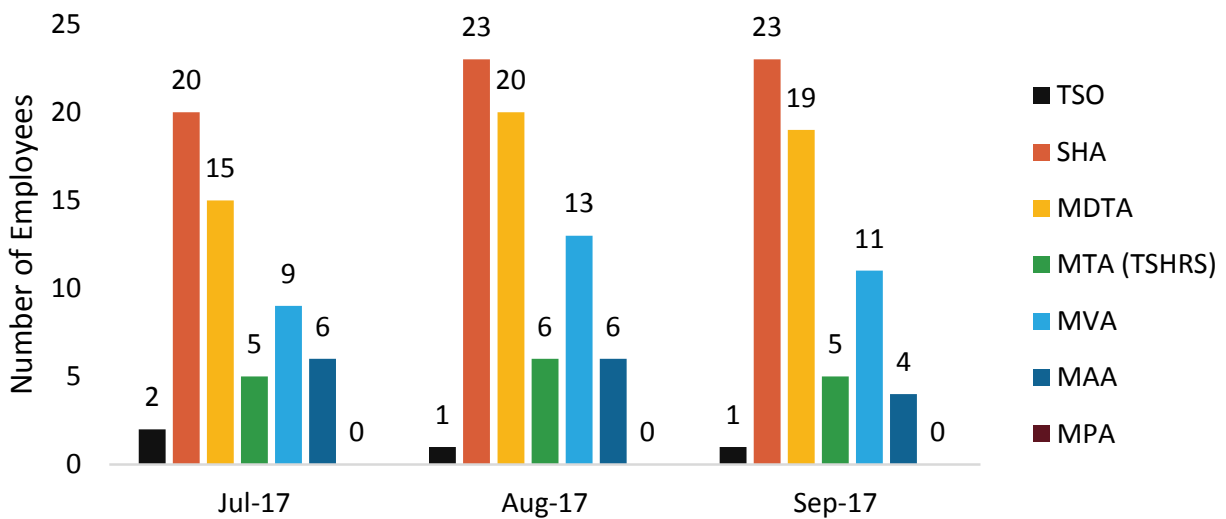
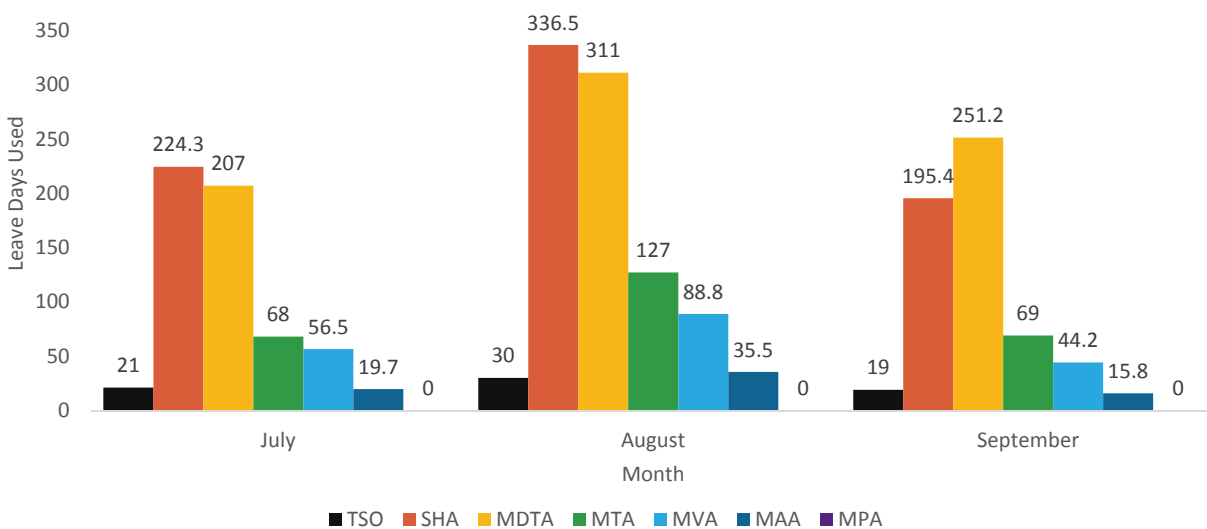


Chart 3.9.2: Number of Work Injury Leave (LY) Days Used Q1 FY2018



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PERFORMANCE MEASURE 3.9

Number of Employee Lost Work Days Due to Injuries

Chart 3.9.3: MTA Union Lost Work Days Due to Injuries FY2014 - FY2018 July-September

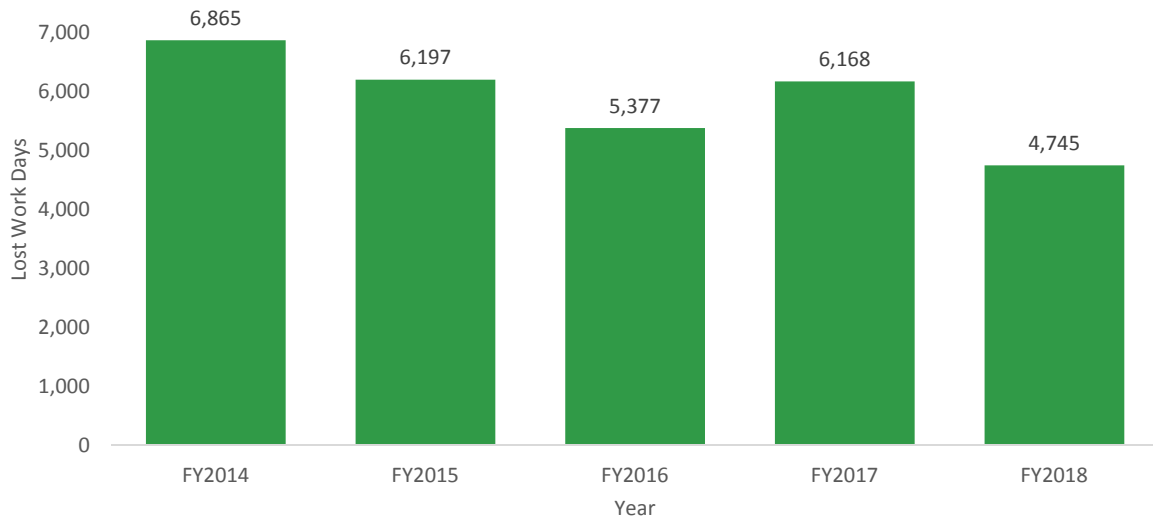
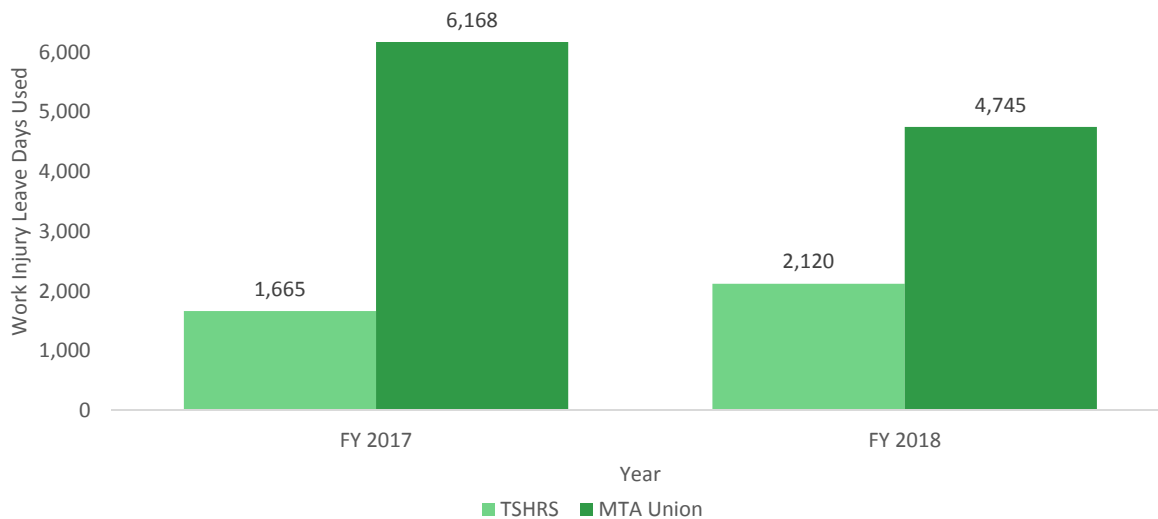


Chart 3.9.4: Number of Work Injury Days Used (TSHRS and MTA Union) FY2017 - FY2018 July-Sept



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PERFORMANCE MEASURE 3.9

Number of Employee Lost Work Days Due to Injuries

Chart 3.9.5: Incident Rate for CY2017 (January-September)

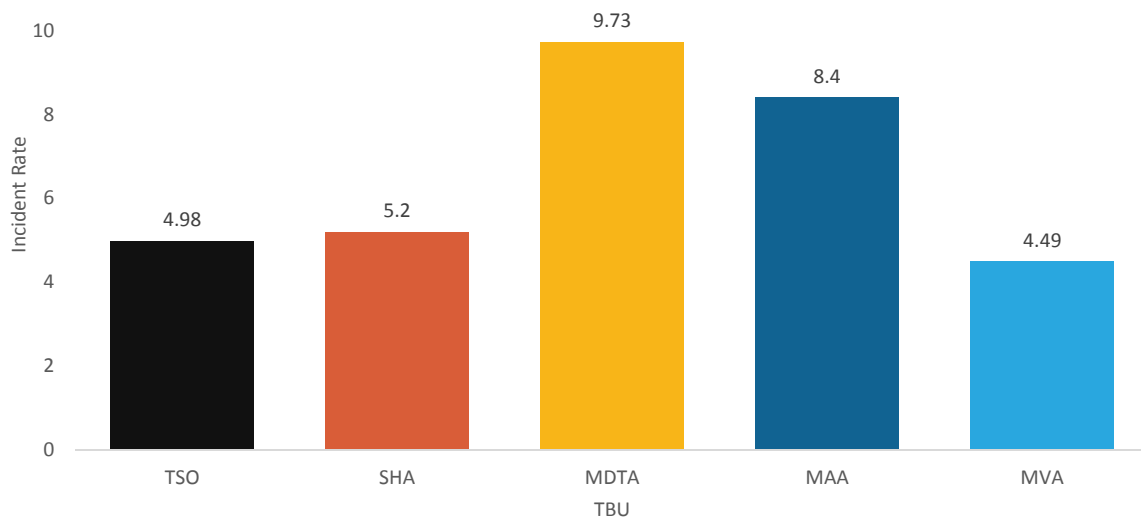
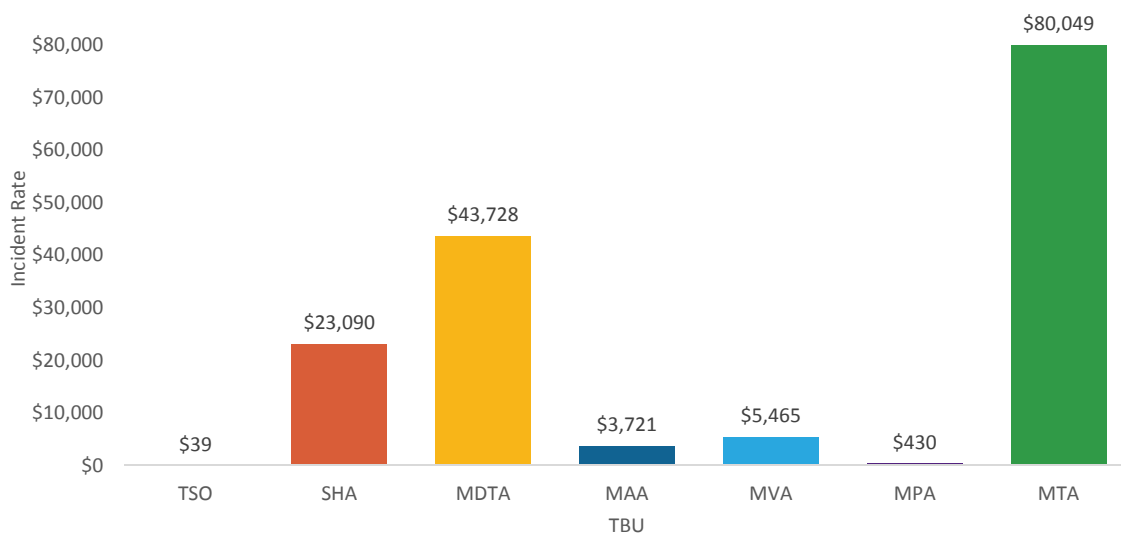


Chart 3.9.6: Medical Cost on Injuries Reported in FY2018

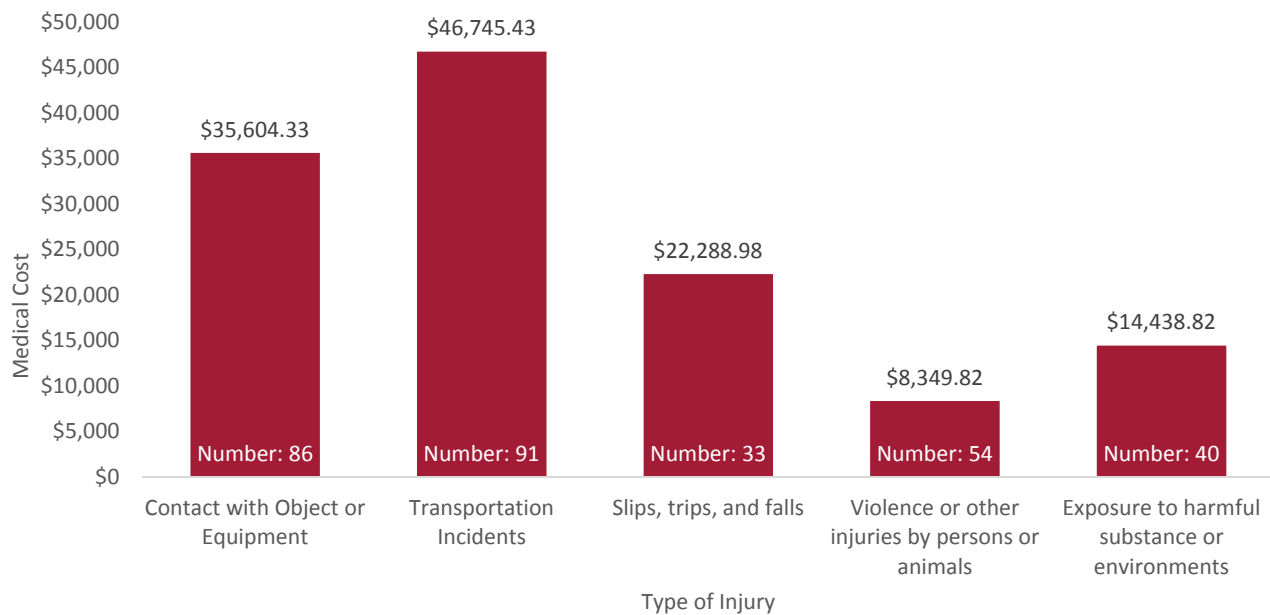


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PERFORMANCE MEASURE 3.9

Number of Employee Lost Work Days Due to Injuries

Chart 3.9.7: MDOT Top Five Injuries by Type FY2018



Provide a Safe and Secure Transportation Infrastructure

TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Phil Thomas
Maryland Transit Administration (MTA)

PURPOSE OF MEASURE:

To track customer (non-MDOT employees) who have sustained an injury or incident at MDOT buildings.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

TBUs track using their existing processes and report to the driver via phone or email.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 3.10

Number of Customer Incidents at MDOT Facilities

MDOT has programs in place to ensure the safety and security of its facilities and its customers. TBUs provide many services to the public. MDOT is committed to providing a safe and secure environment to customers which is why measuring unplanned events that may or may not result in injury within enclosed buildings that provide a service to customers (i.e MVA centers, Stop in Centers) is important.

Although this is an important area for MDOT, within the past year the TBUs have begun measuring it. After being measured for a year, the Risk Managers met and re-evaluated how customer incidents and injuries are tracked with the TBUs. A standard definition was determined and agreed upon by all TBUs. To further make sure processes are consistent, the TBUs are working together to put into place standard policies and forms, while educating all staff to report any customer incident and injury they may witness.

Provide a Safe and Secure Transportation Infrastructure

TANGIBLE RESULT DRIVER:

Sarah Clifford
Maryland Transportation Authority
(MDTA)

PERFORMANCE MEASURE DRIVER:

Bud Frank
The Secretary's Office (TSO)

PURPOSE OF MEASURE:

To track the readiness of MDOT emergency personnel for responding to emergency incidents by ensuring awareness and understanding of the National Incident Management System and Incident Command System.

FREQUENCY:

Annually

DATA COLLECTION METHODOLOGY:

Individual TBUs will identify emergency response positions that require NIMS/ICS training and the completion of training.

NATIONAL BENCHMARK:

Internal MDOT benchmark is 90 percent of emergency response positions will have completed the required NIMS/ICS training.

PERFORMANCE MEASURE 3.11

Number of Employees Trained Under National Incident Management System (NIMS)

In 2003, Homeland Security Presidential Directive #5 (HSPD-5) was issued that discussed the management of domestic incidents. Part of Directive #5 was the issuance of the National Incident Management System (NIMS) and the tasking of training individuals in the use of the Incident Command System (ICS). This was the creation of a single comprehensive approach to domestic incident management; crisis management and consequence management became a single-integrated approach.

NIMS is a consistent nationwide approach for government agencies from all levels, along with non-government agencies, to work effectively and efficiently in all incidents (all-hazards approach). In HSPD-5 all states were required to adopt and implement the NIMS/ICS protocol. The Maryland NIMS/ICS Strategic Plan was developed in 2004 and identified the need for MD State agencies to adopt the NIMS, and train identified employees in the ICS.

This plan determined that NIMS/ICS was the best tool to use for coordination and control of domestic (MD) incident management activities regardless of the cause, size, or complexity of the incident. It uses a "common operation platform" for all agencies, organizations, or entities – public or private, to operate on.

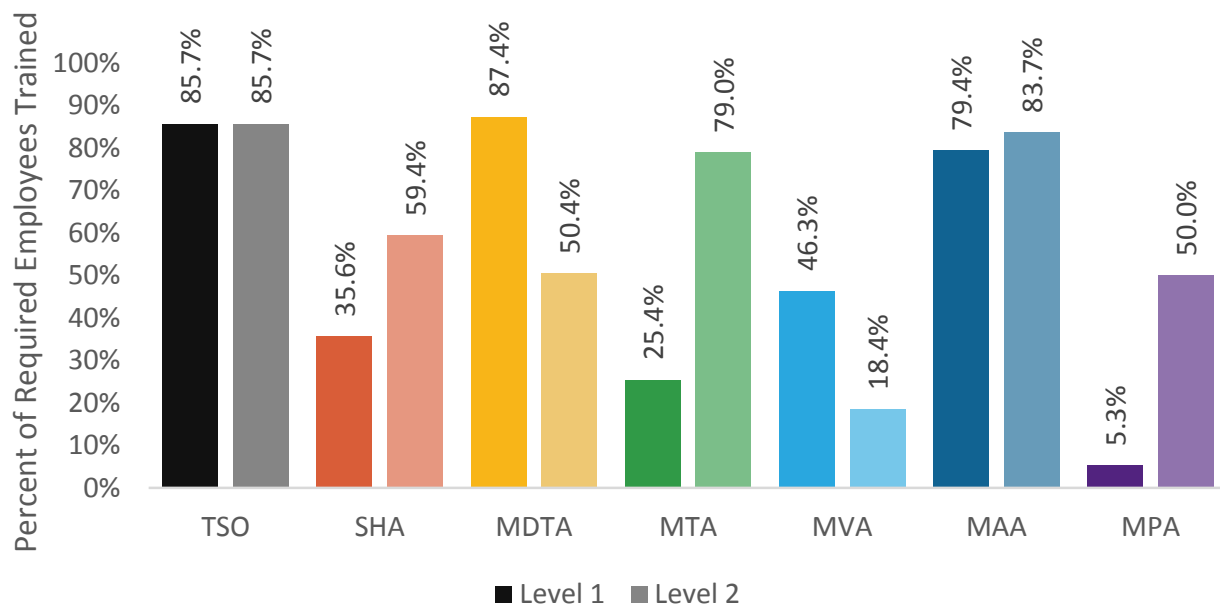
The TBUs have historically trained their personnel in NIMS/ICS, mainly because most TBUs are operationally oriented and incidents occur in their respective areas of responsibility. Many times they must work with other emergency responders (fire/police/EMS) and private stakeholders or partners that operate on their property or as part of their business model. For many years, the training of MDOT personnel in NIMS/ICS was a reportable item to FEMA on an annual basis. Several years ago, this required annual reporting was discontinued by Federal Emergency Management Agency (FEMA), and thus no longer tracked by MDOT.

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PERFORMANCE MEASURE 3.11

Number of Employees Trained Under National Incident Management System (NIMS)

Chart 3.11.1: NIMS/ICS Training Completed, Level 1 and Level 2



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